

We Want to Hear From You

Our employees are expected
to serve the public
courteously and efficiently.

In order to improve the quality
of our public service,
we need to hear from you.
We would like to know if we
are succeeding and
how we might do even better.

Will you please take a moment
to complete this questionnaire?

Your feedback is the most
important information
we can receive.

We consider it a
privilege to serve you.

WAYNE HALL
COURT EXECUTIVE OFFICER
805-781-5421
slocourt@co.slo.ca.us

Return Address Here (optional)

Attn: Wayne Hall
Court Executive Officer
Superior Court, San Luis Obispo County
1035 Palm Street, Rm. 385
San Luis Obispo, CA 93408

We Value Your Opinion



Service Quality Survey

Superior Court of
California,
County of
San Luis Obispo



County Government Center
1035 Palm Street, Room 385
San Luis Obispo, CA 93408-2500

1. Today's Date: _____

2. Time of Visit: _____

3. Location:

- ☐ Grover Beach
- ☐ Paso Robles
- ☐ San Luis Obispo

4. Reason(s) for your visit:

- ☐ Civil
- ☐ Family Law
- ☐ Misdemeanor
- ☐ Adult Traffic
- ☐ Records
- ☐ Reception Desk
- ☐ Other: _____
- ☐ Small Claims
- ☐ Probate
- ☐ Felony
- ☐ Juvenile Traffic
- ☐ Jury Service

5. How long did you wait in line?

_____ minutes

6. How often do you come to the Superior Court?

- ☐ Once or more per day
- ☐ Once a week
- ☐ Once a month
- ☐ Other: _____

**7. Please rate the following as:
1=Poor; 2=Fair; 3=Good; 4=Excellent;
or n/a= not applicable**

- ♦ Promptness: _____
- ♦ Courtesy: _____
- ♦ Efficiency: _____
- ♦ Helpful Attitude: _____
- ♦ Knowledge: _____
- ♦ Information given about the process: _____
- ♦ Usefulness of forms and/or packets _____
- ♦ How would you rate our service overall? _____

8. What are your suggestions to improve our service?

9. Please use this space for any other comments you may have.
Your suggestions, ideas and feedback are appreciated.

Optional

Name: _____

Address: _____

Phone: _____